



IFW

PATENT
Customer No. 25,537
Attorney Docket No. 00-5019

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	
)	
Douglas J. COWELL et al.)	Group Art Unit: 2614
)	
Application No.: 09/692,926)	Examiner: Le, Karen L.
)	
Filed: October 20, 2000)	Confirmation No.: 8386
)	
For: METHOD AND SYSTEM FOR)	
CALL CENTER SCREENING)	

MAIL STOP Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

AMENDMENT

In response to the Office Action mailed May 4, 2006, the period for response thereto extending through August 4, 2006, please amend the above-identified application as follows:

Amendments to the Claims are reflected beginning on page 2 of this paper.

Remarks/Arguments begin on page 16 of this paper.